



MACHAKOS UNIVERSITY
University Examinations for 2019/2020 Academic Year
SCHOOL OF HUMANITIES AND SOCIAL SCIENCES
DEPARTMENT OF LANGUAGES AND LINGUISTICS
FIRST YEAR SECOND SEMESTER EXAMINATION FOR
DIPLOMA IN
INFORMATION COMMUNICATION TECHNOLOGY
FASHION DESIGN
ELECTRICAL ENGINEERING
FOOD AND BEVERAGE
COMMUNICATION SKILLS

DATE: 17/12/2020

TIME: 8.30-11.30 AM

INSTRUCTIONS:

Answer all questions

1. DK International company has advertised for a position of a General manager which you qualify. Write a detailed functional CV requesting for employment. (20 marks)
2. Explain any five types of non-verbal communication. (10 marks)
3. Give five advantages of using Electronic mail in transmitting messages. (10 marks)
4. Highlight five characteristics of a good listener. (10 marks)
5. Grapevine is an unofficial communication network, which ignores formal channels of communication and spreads rumors and gossip at all levels of an organization. Explain ten different ways in which an organization can use grapevine to supplement the formal channels of communication. (20 marks)